



Rohit Kumar <oooooooo.koo@gmail.com>

Your Amazon.in Inquiry

2 messages

Amazon.in <cs-reply@amazon.in>

Mon, Oct 5, 2015 at 3:26 PM

Reply-To: "cs-reply+AR0QITUTPNV6Z@amazon.in" <cs-reply+AR0QITUTPNV6Z@amazon.in>

To: Rohit Kumar <oooooooo.koo@gmail.com>



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Message From Customer Service

Hello Rohit,

Thanks for contacting Amazon. It's my pleasure to assist you.

I understand your concern and also that you are wanting a clarification on the amount that has been charged to your uncles card.

Firstly, it is a humble request to accept my sincere apologies for all the inconvenience in this regard. Usually this does not happen. This is not the kind of service we wish for any of our customers.

I promise to make a sincere effort to present the facts and also to escalate matters ahead. I understand this may be disappointing but same time I hope you appreciate and accept the facts. Let us look forward to a proper resolution.

I can sincerely relate to the kind of frustration and the mental agony you might be experiencing, I checked the previous correspondence and seen our billing department was wanting the dispute number. I have provided all the details once again by checking all the correspondence right from August.

While our team is looking into this, I would request you to provide a bank statement for the transactions of August. You may darken any transactions that do not relate to the amount. I see you have provided a letter stamped by SBI, however I request you provide a scan copy of the pass book or a printed bank statement for the transactions in August.

I also request you to approach you bank and try asking for the "Transaction Number". With the aid of the "Bank statement" and the "Transaction number", I'm sure our billing department will be in a better place to help resolve this issue sooner.

I request for patience and understand as we move closer towards a resolution. I see this involves a large figure and on a personal basis I wish this issue is sorted at the earliest.

We look forward to seeing you soon.

Warmest regards,
Meshak P
